



E-ZPass Project Update: July 20, 2005

Plaza Conversion Schedule:

As of July 20, 2005, all of the toll facilities on the Central Turnpike (Hooksett Main, Hooksett Ramp, Bedford Toll, Bedford Road (Exit 12), Exit 11 (Merrimack) and Merrimack Industrial (Exit 10)) have been converted to allow the use of E-ZPass, an electronic toll collection system.

Hampton Main and Hampton Ramp toll plazas will be converted and ready to accept E-ZPass on August 3, 2005.

Dover and Rochester Toll Plazas will be converted and ready to accept E-ZPass on August 15, 2005.

Transponders:

As of July 20, 2005, one month since we began to accept NH E-ZPass accounts, the Department has received requests for 140,000 transponders from 80,000 individuals. This sales volume has far exceeded NHDOT estimates and has shattered existing sales records for all E-ZPass startup toll agencies. Our vendor is working day and night to fill orders for transponders as well as making special deliveries of bulk mail to a NH Post Office so that you can get your transponder as soon as possible.

At present, it is simply a supply and demand issue. We have inventory of transponders arriving weekly at our main Customer Service Center. They are being sent out to you as fast as they arrive.

A number of individuals have voiced concerns that they ordered two transponders and only one arrived in the mail. Please rest assured that it is not lost or stolen. A decision was made to temporarily reduce orders of two or more automobile transponders so that more individuals could immediately enjoy the benefit of using E-ZPass as a method of toll fare payment. You will receive the additional transponders you requested in the near future. **DO NOT REORDER THE MISSING TRANSPONDER!**

E-ZPass Signage at Toll Plazas:

I have received a number of questions about the toll plaza signage related to E-ZPass. E-ZPass is accepted where ever you see the E-ZPass logo. The toll plazas have two types of toll lanes for the E-ZPass customer – an “E-ZPass ONLY” Lane, where only E-ZPass equipped cars are accepted and a “Mixed Mode” lane where a toll collector in a booth accepts cash, token, E-ZPass and charge customers.

These are the two types signs you will see in an “E-ZPass – CARS ONLY” lane.



This is the type of sign you will see in a “Mixed Mode” lane.



Trucks must use the “Mixed Mode” lanes at this time. When and if the market share of trucks paying with E-ZPass gets to be at a high level, the Department may consider E-ZPass Only lanes for trucks.

E-ZPass CARS ONLY lanes are for **E-ZPass customers only**. These lanes are not for token or cash customers. Token and cash customers must use “automatic coin machine” lanes or “mixed mode” lanes.

Questions Concerning Your E-ZPass Account:

All questions that are specific to your account, such as your tag, your forgotten account number, your forgotten PIN #, the wrong tag, missing Velcro, wrong plate #, etc. must be directed to our Customer Service Representatives. They may be reached toll free at 877-643-9727 or via the web at www.ezpassnh.com. Due to privacy requirements contained within the law that authorizes E-ZPass, I have no access to anyone's account information.

Price Increase to NH E-ZPass Transponders:

As detailed in House Bill 2, Session 2005, the cost of transponders will increase from the current cost of \$5.00 to the Department's wholesale cost. The price increase will take effect on August 3, 2005. The prices for transponders will be as follows:

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|---|---------|
| Ivory transponder for autos | \$23.85 |
| Black license plate transponder | \$30.84 |
| Blue Interior transponder for commercial accounts | \$23.85 |
| Waterproof Interior transponder for commercial accounts | \$30.84 |
| Exterior roof mounted transponder for commercial vehicles | \$30.84 |

Keep in mind that additional toll revenue funds must be deposited when you open an E-ZPass account.

NH Turnpike Tokens

As detailed in House Bill 2, 2005 Session, the sale of NH Turnpike Tokens will cease on September 1, 2005.

The acceptance of NH Tokens as a valid form of toll fare payment will cease on January 1, 2006.

NH Turnpike System Commercial Charge Program:

The NH Turnpike System Commercial Charge Program (magnetically encoded charge cards) will end on September 30, 2005. The commercial charge program will be replaced by E-ZPass. Both programs are separate and distinct. Final monthly invoices to charge customers will be mailed out in early October 2005. Once accounts have been paid in full, sureties will be returned.

Finally, NHDOT asks for your patience as we roll out this new program. We need time to get all facilities converted, payment programs closed out and transponders in our customer's vehicles. Sometimes change can be difficult. I am confident that we can work together to make E-ZPass a success in NH!

NHDOT appreciates your input. Have an E-ZPass question not covered above? Send me an e-mail at:

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